

# State of Iowa IT Project Request # 12

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## SharePoint Identity Management Solution

Public Health

ADPER

Communication & Planning

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June 25, 2013

**Introduction:** The Project Request is submitted to the TCC IPSC to gain support for the project and identify if there are existing applications or application components that can leveraged for the proposed project. This document is intended to answer high level questions about the project as details about total cost, timeframe and quantified benefits are not known as this document is expected to be completed during project planning. Submit this document to: [xxxxx@iowa.gov](mailto:xxxxx@iowa.gov) TCC approval of this document results in the permission to proceed with project planning. Agency may be directed to complete the Project Execution Request before issuing an RFP or beginning internal development work.

**Document Purpose:** This document is to be completed when there is an identified need and tentative plan to initiate a project. Funding may not have been identified for the project yet (seeking IOWAccess funding, waiting on legislative decision or grant award).

**Instructions for completing this Project Request form:**

1. The agency point of contact should be the Executive Sponsor – the Program Area Manager responsible for the program policy area experiencing the problem.
2. Replace [bracketed text] on the cover page with your project and agency information.  
Note: Please do not remove or modify content in the footer area.
3. Complete the entire template. Each section contains abbreviated instructions, shown in italics, and a content area. The content area is marked with a placeholder symbol [ ] or with a table. Relevant text from other project deliverables may be pasted into content areas.  
Note: Please do not remove the italicized instructions.
4. Avoid using acronyms. Write out the department name and program name.

**Project Summary**

Project Name: SharePoint Identity Management

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**Problem Statement:** *What is the need? What is the purpose of this project? Describe the political or business need.*

IDPH currently manages over 3,000 unique customers and 400 IDPH staff using the SharePoint platform for contract management. These user accounts are currently managed by one full-time dedicated FTE with multiple IT resources touching the accounts. Bamboo, the third-party tool used to manage these user accounts including functions such as changing and resetting passwords is stretched beyond its intended capacity of several hundred users. IDPH has already experienced undesired behaviors and instability with the third-party tool which is no longer supported by the vendor. Furthermore, IDPH will be rolling to Production in Fall 2013 two new applications that use the SharePoint platform and will add an initial external customer base of 300-500 users with anticipated growth to 1,000 in the first year of operation for a total of 6,500 users for all three applications by 2015.

**Project Description:** *What are the project goals? Goals are high level and provide a context for project. More detailed information about the project is described in the success criteria.*

While the goals of these SharePoint applications vary from management of contractor payments & documents to providing secured access to population-based health data for decision making. The specific benefits of an identity management solution include:

- Empower customers (including citizens) to utilize self-service functions where appropriate to reset passwords and manage personal information
- Reduce the state personnel effort associated with manually managing users
- Natively aligns with SharePoint & Microsoft infrastructure

**Alignment with agency or Governor's strategic plan:** *Describe the specific agency or Governor strategic plan items that this problem's resolution will help address.*

Specifically, the Tracking portal application supports improved data management which was identified by IDPH's Executive Team as a key focus in recent strategic planning sessions.

Additionally, using staff most efficiently & delivering excellent customer service is an ongoing effort of department administration.

**Potential Solutions:** *Are you aware of any potential solutions? Describe Solutions. Agencies are not expected to have a solution in mind but it is important to know if there are any identified solutions. Are you aware of any off-the-shelf software solutions or another system in use at another Iowa department or in another State?*

The Microsoft Forefront Identity Management (FIM) software has been explored and identified as the most desirable solution by the Department as it integrates natively with Microsoft products including the SharePoint Business Intelligence stack in use at IDPH, existing Department infrastructure staff have familiarity with the product and given Microsoft products are used widely across the Enterprise, there is increased likelihood of partnership with other agencies for expertise & best practices.

IDPH Information Management staff met with ITE, DHS and DOT to discuss integration of Enterprise A&A with SharePoint. While DHS & DOT had successfully used Enterprise A&A with previous versions of SharePoint, neither had integrated Enterprise A&A with the SharePoint business intelligence stack (BI) which IDPH is using. Discussions with ITE indicated that use of Enterprise A&A and the Microsoft BI stack would need to be investigated; however, this approach is prohibitive for several reasons:

- the upfront cost would exceed the anticipated year-one cost for implementation of an out-of-the-box Microsoft solution
- the timeline of Production implementation Fall 2013 cannot be met
- custom code would need to be written and maintained on an ongoing basis

**Benefits Summary (What are your success criteria?):** *Describe specific benefits and how these will be measured and reported. Who are the customers of this project and how do they benefit? Project benefits are outcomes. What does success look like?*

The customers of this solution include contractors, medical providers, researchers, and IDPH staff. Customers will be provided the ability to self-manage their user accounts reducing the need to contact IDPH staff for support. It is anticipated that an identity management solution will reduce support by 50%.

Additionally, implementation of a scalable solution will result in an indirect benefit to customers by reducing the risk of the current (Bamboo) product failure.

**Project Impact:** *What is the impact if this project is not approved? Loss of funding? Risk to the public?*

If this project is not approved, impacts include the following:

- When the existing solution fails, thousands of customers will be required to contact IT staff to reset their passwords & manage their user accounts. In the event a customer's password has expired & help desk staff are unavailable, the customer will be unable to access these applications which may result in contractor's inability to submit for payment or meet contractual obligations.
- When the existing solution fails, IDPH will have to swiftly identify and implement a replacement solution.

**Project Technology:** What technologies will be used in the project? Describe any departmental application or technology standards or expectations. Since the purpose of the project request is to identify projects at a very early stage technologies may not be known at this time.

Current SharePoint applications are built on the 2007 and 2013 platforms. The Tracking portal application uses the Microsoft BI stack which includes Excel Services, Performance Point and Reporting Services. The Tracking portal & eHealth applications utilize Microsoft's Forefront Unified Access Gateway (UAG).

Department accounts are currently managed in active directory with non-IDPH staff accounts stored in a separate domain.

**Project Type:** Maintenance \_\_\_\_\_ New \_\_\_\_\_ Multi-phased \_\_\_\_\_

**Maintenance-** is a work to be completed on an existing software or hardware asset. Examples: migrating all agency applications to MS SQL 2012; updating a specific application to be 508 compliant and improve accessibility;

**New-** is a project that has a single phase. Examples: Rewrite a client server application into a web application; Replace an MS Access application with a client server application and SQL database; Create a new application to meet a new federal or state initiative.

**Multi-phased-** is a new project with multiple phases or the subsequent phase of a project already implemented. Example: The project is intended in Phase 1 to implement the web application, Phase 2 will add epayment and a mobile application and Phase 3 will expand application to another program area.

**External/Internal Urgency:** Are there any funding/legislative deadlines that impact this request? Are there organizational/staffing changes impacting the request?

The Contract Management solution is currently in Production; however, the two additional applications (Tracking portal & eHealth) will be Production-ready in late summer 2013. The eHealth program does not have appropriate staffing to support deployment of the eHealth solution, as a result, the eHealth solution will not move to until an identity management solution is in place. There are no organizational/staffing changes impacting this request.

## **Funding Summary**

**Estimated total Project Costs:** Provide a high level estimate or range. Project costs include hard dollar expenses for hardware, software and services AND soft expenses of internal staff time.

Under 50k \_\_\_\_\_ 50 to 100k \_\_\_\_x\_\_\_\_ 100-500k \_\_\_\_\_ 500k to 2 million \_\_\_\_\_  
2M to 5M \_\_\_\_\_ Over 5M \_\_\_\_\_ Unknown \_\_\_\_\_

**Funding Source:** Iowa Access, Pool, Federal Grant, Unknown, etc.

[Federal grant and American Reinvestment and Recovery Act funds; possibly IDPH indirect

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**Project Sustainability** Describe the plan to support and maintain this project. What kind of on-going costs will there be during the lifetime of this asset? Describe how often rule changes will require modifications to your system. The industry average for annual software support is 18% of the initial development or acquisition cost.

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**Risk Assessment** Describe specific risks and how they will impact the project. A risk is an obstacle to the project being completed on time or within budget. How will these be mitigated? Identify and list the major risk factors that could result in the project not producing the expected results. These should include both internal factors (for example, the technology involved fails to work as projected or is a new technology staff is not experienced with) and external factors (for example, federal interface specifications have not been published yet).

Include in this section also the key assumptions on which the project plan is based. In this case, the assumptions are mostly related to external factors (for example, government environmental policy remaining stable) which are anticipated in project planning, and on which the feasibility of the project depends.

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**Recommendations and Approvals** *[Will be completed during the review process]*

**Recommendation of the State CIO to the DAS Director:**

Authorize this IT procurement Yes X No \_\_\_\_

Alternatives suggested by the State CIO Yes \_\_\_\_ No X

Additional comments from the State CIO:

**Recommendation by the TEC is for approval. The State CIO subsequently approved. The agency will be required to participate in the enterprise solution.**

**DAS Director's action:**

Authorize this IT procurement Yes X No \_\_\_\_

DAS Director's signature and date:

**The above IT procurement concept approved by Director Carroll on 6/28/13**

Comments: **None.**